



# ***California's Quality of Care Report Card***

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***Policy Briefing: "Quality of Care in HMO Settings – What Have We Learned?"  
September 23, 2003***



# MISSION

## Office of the Patient Advocate

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***To inform and educate consumers  
about their rights and responsibilities  
as HMO enrollees.***



# ORGANIZATIONAL STRUCTURE

## Office of the Patient Advocate

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**OPA  $\neq$  DMHC**





# **STATUTORY MANDATES**

## **Office of the Patient Advocate**

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- 1. HMO Quality Report Card**
- 2. Consumer Education**
- 3. Advice and Assistance to HMO Enrollees**
- 4. Recommendations to DMHC**
- 5. Collaboration with Other Organizations**



# OPA QUALITY OF CARE REPORT CARD

## Office of the Patient Advocate

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### **OBJECTIVES:**

- 1. To provide comparative quality information for consumers, purchasers, regulators, and advocates.***
- 2. To assist HMOs and medical groups in their own quality improvement efforts.***
- 3. To educate consumers about health care quality.***





# MAJOR CONSIDERATIONS

## OPA Quality of Care Report Card

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- 1. *Content & Data***
- 2. *Methodology***
- 3. *Presentation***
- 4. *Outreach and Distribution***
- 5. *Evaluation***





## CONTENT & DATA

### OPA Quality of Care Report Card

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- *California's 10 largest HMOs -- 95% of all commercial enrollees (HEDIS and CAHPS)*
- *118 medical groups – 80% of all commercial and Medicare enrollees (CAS)*
- *Linguistic access information for commercial and Medi-Cal plans (OPA Survey)*





# HEALTH PLAN METHODOLOGY

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**Five Summary “Grades” (36 individual clinical quality and patient satisfaction indicators):**

- ✓ ***Staying Healthy (8)***
- ✓ ***Getting Better (7)***
- ✓ ***Living with Illness (10)***
- ✓ ***Doctor Communication (6)***
- ✓ ***Plan Services (5)***



# MEDICAL GROUP METHODOLOGY

## OPA Quality of Care Report Card

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### **Four Summary Grades (18 individual indicators)**

- ✓ ***Overall Rating (1)***
- ✓ ***Getting Treatment and Specialty Care (5)***
- ✓ ***Communicating with Patients (3)***
- ✓ ***Timely Care and Service (9)***





# LINGUISTIC ACCESS SERVICES

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***Does the health plan provide:***

- ✓ ***Telephone interpretation services?***
- ✓ ***Access to face-to-face interpreters?***
- ✓ ***Bilingual provider lists?***
- ✓ ***Non-English written materials?***





# PRESENTATION

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- ❑ ***Web-Based***
- ❑ ***Comparative***
- ❑ ***Interactive***
- ❑ ***English, Spanish, Chinese***
- ❑ ***Printed Summary***





# HMO SUMMARY CHART FORMAT

## OPA Quality of Care Report Card – Year 3

HMO	Care for Staying Healthy	Care for Getting Better	Care for Living With Illness	Doctor Communication and Service	Plan Service
Health Plan A	★	★	★★	★★	★★
Health Plan B	★	★	★★	★★	★★
Health Plan C	★	★★	★★	★★	★★
Health Plan D	★	★★	★★	★★	★★
Health Plan E	★	★★	★★	★★	★★
Health Plan F	★★	★★★★	★★	★★	★★★★
Health Plan G	★★	★★	★★	★★	★★★★
Health Plan H	★★	★★	★★	★★	★★★★
Health Plan I	★	★	★★	★★	★★
Health Plan J	Not willing to report			★★	★★
Ratings Key					
Excellent ★★★★★      Good ★★★      Fair ★      Poor ☆					





# HMO INDIVIDUAL SCORES - SAMPLE

## OPA Quality of Care Report Card – Year 3

Name of HMO (click to sort)	Rating		
	0% (worse)	a higher percentage is better	100% (better)
<a href="#">Kaiser Permanente - South</a>	<div></div>		83%
<a href="#">Kaiser Permanente - North</a>	<div></div>		75%
<a href="#">Aetna US Healthcare</a>	<div></div>		71%
<a href="#">Blue Cross HMO - CaliforniaCare</a>	<div></div>		71%
<a href="#">Blue Shield of California</a>	<div></div>		71%
<a href="#">CIGNA HealthCare of California</a>	<div></div>		66%
<a href="#">Health Net</a>	<div></div>		62%
<a href="#">PacifiCare of California</a>	<div></div>		56%
<a href="#">Western Health Advantage</a>	<div></div>		50%
<a href="#">Universal Care</a>	<div></div>		43%





# MED. GROUP SUMMARY CHART FORMAT

## OPA Quality of Care Report Card – Year 3

San Fernando, San Gabriel and West Los Angeles				
Medical Group	Overall Rating of Care	Timely Care and Service	Getting Treatment and Specialty Care	Communicating With Patients
Medical Group	☆	☆	☆	☆
Medical Group	★★	★★	★★	★★★★
Medical Group	★	★	★	★★
Medical Group	★	★	★	★★
Medical Group	★	☆	★	★★
Medical Group	★	★	★	★★
Medical Group	★★	★★	★	★★
Medical Group	☆	☆	★	★
Medical Group	★	☆	★	★★
Medical Group	★	★	★	★★
Medical Group	★	★	☆	★★
Medical Group	★	★	★	★★
Medical Group	★	☆	Not rated	★★★★
Medical Group	★	★	★	★★
Medical Group	★	★	★	★★
Medical Group	☆	☆	★	★
Medical Group	★★	★★	★★	★★★★
Medical Group	★	★	★	★★

<b>Ratings Key</b>	Excellent ★★★	Good ★★	Fair ★	Poor ☆
	"Not rated" means the medical group had too few patients in the sample to report this result.			



# MED. GROUP INDIVIDUAL SCORES FORMAT

## OPA Quality of Care Report Card – Year 3



Name of HMO (click to sort)	Rating	
	0% (worse)	100% (better)
Affinity Med Grp	<div><div></div></div> 83%	
East County Med Grp	<div><div></div></div> 75%	
Hill Physicians Med Grp	<div><div></div></div> 71%	
Palo Alto Med Found	<div><div></div></div> 71%	
Blue Shield of California	<div><div></div></div> 71%	
John Muir/Mt. Diablo Hlth Net	<div><div></div></div> 66%	
Health Net	<div><div></div></div> 62%	
Bay Valley Medical Group	<div><div></div></div> 56%	



# SERVICES IN OTHER LANGUAGES FORMAT

## OPA Quality Report Card



Name of HMO	Face-to-face interpreters			Telephone interpreters		
	Available	Free of charge	Certified	Available	Free of charge	Certified
<a href="#">Aetna US Healthcare</a>	✓	✓		✓	✓	
<a href="#">Blue Cross HMO - CaliforniaCare</a>	✓		✓	✓	✓	✓
<a href="#">Blue Shield of California</a>	✓		✓	✓	✓	✓
<a href="#">CIGNA HealthCare of California</a>	✓	✓		✓	✓	
<a href="#">Health Net</a>				✓		
<a href="#">Kaiser Permanente - North</a>	✓	✓	✓	✓	✓	✓
<a href="#">Kaiser Permanente - South</a>	✓	✓	✓	✓	✓	✓
<a href="#">PacifiCare of California</a>				✓	✓	
<a href="#">Universal Care</a>				✓		✓
<a href="#">Western Health Advantage</a>				✓	✓	✓





## HMO TRENDS

### OPA Quality of Care Report Card

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1. HMOs have either maintained or improved their patient care scores (compared to last year). However, grades for “Staying Healthy” will go from Good to Fair for several HMOs as a result of a change in grading methods.
2. HMOs do better in:
  - screening for breast and cervical cancer
  - childhood immunization
  - pregnancy carebut not so well in:
  - adolescent immunizations
  - screening for chlamydia





## HMO TRENDS

### OPA Quality of Care Report Card

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3. HMOs do not do well in care for mental illness, but do much better in care for heart problems.
4. HMOs do best in testing diabetics for blood sugar and cholesterol, but less well in controlling these conditions.
5. About two-thirds of HMO members with asthma receive the medicine necessary to prevent “asthma attacks”; one third do not.
6. All HMOs are either Good or Excellent in the two patient satisfaction measures.





## **HMO TRENDS**

### **OPA Quality of Care Report Card**

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- 7. The greatest improvements in patient satisfaction have come in claims payment and handling complaints.**
- 8. HMOs that serve the Medi-Cal and Healthy Families programs do more for their members who do not speak English.**
- 9. Among all HMOs, there are a variety of services provided in other languages, but these services are predominantly available in either Spanish and/or Chinese.**





# MEDICAL GROUP TRENDS

## OPA Quality of Care Report Card

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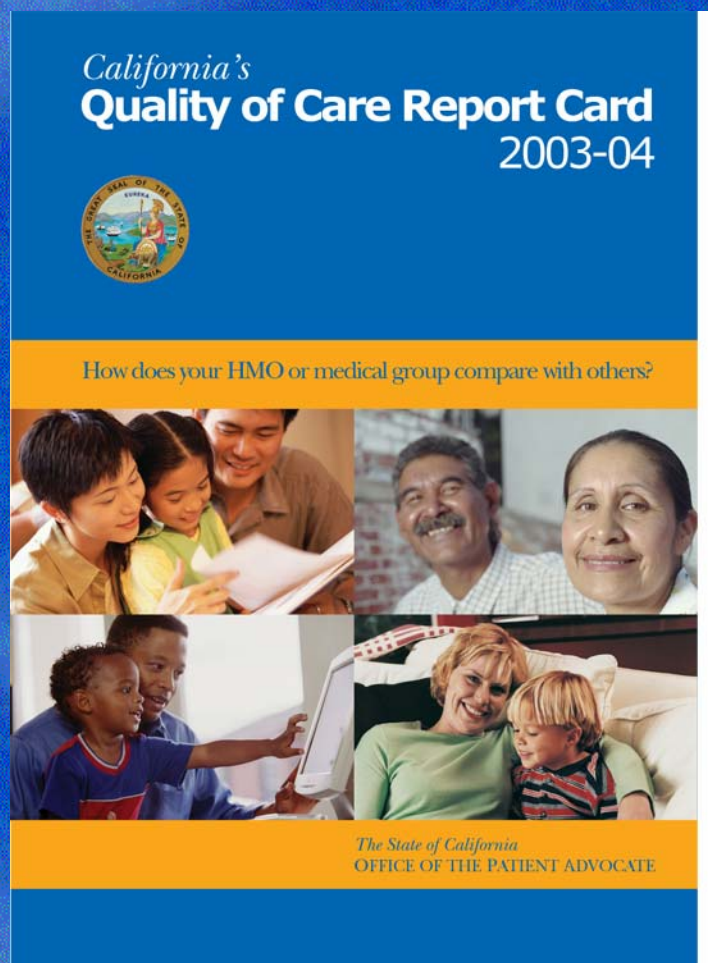
1. **There is much more variation in the ratings patients give their medical groups (compared to their health plan).**
2. **Medical group scores range from Poor in all categories to Good or Excellent in all categories.**
3. **Patients rate their medical groups best in the category “Communicating with Patients”, but do not rate their groups as well in getting timely care or specialty care.**





# PRINTED SUMMARY

## OPA Quality of Care Report Card – Year 3







# **DISTRIBUTION OF PRINTED SUMMARIES**

## **OPA Quality of Care Report Card**

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- **Local Pharmacies (370)**
- **Community-Based Organizations (7 Statewide)**
- **Website Downloading/Printing**
- **Order Copies Toll-Free @ 1-866-HMO-8900**





**WEB ADDRESS**

**OPA Quality of Care Report Card**

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***VISIT***

**[www.opa.ca.gov](http://www.opa.ca.gov)**